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GENERAL MANAGER PROFILE: OLD BALDY CLUB SARATOGA, WY

THE GENERAL MANAGER OPPORTUNITY AT OLD BALDY CLUB

An amazing opportunity exists for candidates with a successful track-record of leadership in the hospitality industry and destination resort management experience at a unique, family oriented and outdoor centric club. We are conducting the General Manager search for Old Baldy Club where the successful candidate will be an integral part of a high-performing team at one of the most exclusive clubs in the western United States.

[Click here to view a brief video about this opportunity.](#)

OLD BALDY CLUB AND COMMUNITY

This scenic and peaceful locale, named after a nearby mountain, is an exclusive private club in a secluded and quiet valley surrounded by snowcapped peaks just outside the town of Saratoga in south-central Wyoming. Settled in the late 1800's, the Town of Saratoga has been a destination with a vibrant history of western culture inviting one and all who seek the beauty of the outdoors, the arts, and the small, hometown atmosphere.

Saratoga was named after a New York health resort because of the natural hot springs found in the area. The naturally heated water is clear, odorless, and considered medicinal and people drive for hundreds of miles to take advantage of them. The magnificent Snowy Range and Sierra Madre Mountains attract outdoor enthusiasts who are drawn to the pristine lakes, abundant wildlife, and the North Platte River teeming with award-winning, blue ribbon trout.

Old Baldy Club offers its members and visitors a unique western experience in an elegant backdrop. Set in the grand landscape of Wyoming's cowboy country, Old Baldy Club began as one man's vision of a retreat where friends could gather in comfort to test their skills both on the golf course and in the trout stream. The late George Storer, founder of Old Baldy Club, found himself interested in the West as a very young man in the early 1900s. After becoming a successful businessman, Mr. Storer purchased the Oral Tikkaner Ranch east of Saratoga and added more properties until the Storer Ranches controlled about 58,000 acres.

Plans for an 18-hole golf course began around 1959 and construction commenced in the summer of 1960. The first building to be finished was the Pro Shop and the Locker Room wing, in 1963. The Clubhouse wing followed next, and by 1964 Old Baldy Club was in business.

Upon the death of George Storer in 1975, several members decided to form a corporation and purchase the Club which they did in April 1976. The tradition of excellence initiated by George Storer has been maintained and improved upon up to the present day. For over fifty years, Old Baldy Club still pays homage to its founding traditions while catering to the broad range of interests of today's clientele. More than just a golf or fly-fishing club, Old Baldy combines a variety of outdoor activities with fine dining and superior service.

The 18-hole championship golf course was designed by Henry Hughes, a noted architect in the Rockies. The design was a high-elevation, seasonal course with tight fairways and elevated greens that would become even tighter as the thousands of trees matured. Built on the newly cleared sage brush of this high desert plains, all today's 30-50 foot trees were planted where the "antelope roam." For many years the antelope have generously shared their territory with the golfers, to the delight of everyone.

A tradition since it began, Old Baldy has no tee times, so you play when you like and never feel crowded. The course is known for its meticulously maintained championship quality fairways and greens and spectacular views greet players at every point on the course.

Outdoor activities are headquartered at the Tackle Shop. The number one priority is to make sure members and guests have memorable recreation opportunities, including fly-fishing, river floating, horseback riding, camping, mountain hiking and biking, wildlife viewing, court sports, swimming pool, Puppy Club, and historical and property tours.

The Wyoming Room in the clubhouse plays host to formal meals as well as major events including dinner dances, 4th of July fireworks, themed dinners, tournament celebrations, and most anything members request.

For casual dining, The Antelope Grill is the place to dine and watch others play a few holes. The Trout Lounge is an integral part of casual dining where members can meet at the bar for a beverage and meal. Each Thursday night a cookout takes place on the North Platte River. It is a western affair with a campfire, country music, and picnic style dining, plus a sheepherder's wagon and a stage coach, not to mention the Bar.

Old Baldy Club is dedicated to providing members and guests with superb outdoor experiences and excellent service. The Club's dedicated and professional staff assures a first-class experience with a personal touch.

MISSION STATEMENT

"Old Baldy Club is dedicated to providing a golf course enjoyable for players of all levels of ability, unsurpassed fishing, superb food, and excellent accommodations. We will create superb course conditions while maintaining the classic traditional design and character of the golf course. We will consistently strive to offer the best fly fishing guide service and experience in the state. The golf course, clubhouse and river activities will support the social functions as well as accommodations that are compatible with the Members' values and interests. Old Baldy Club will continue to cultivate its place in history as a sportsman's paradise."

VISION STATEMENT

"We are committed to being responsive to our Members' needs...changing as required while remaining true to our core values."

CORE VALUES

- Quality
- Service
- Leadership
- Integrity
- Expertise
- Teamwork

OLD BALDY CLUB BY THE NUMBERS:

- 172 members
- \$10,000 Initiation fee, plus \$20,000 in Stock
- \$8,840 Annual dues
- \$3.39M Gross volume
- 28 lodge rooms and 5 guest cottages
- \$1.56M Annual dues volume
- \$755,648 F&B volume
- 16 Employees (FTE); 113 Seasonal
- 6 Board members
- 66.8 Average age of members, with a desire to reduce this number

OLD BALDY CLUB WEBSITE: www.oldbaldyclub.com

GENERAL MANAGER JOB DESCRIPTION

The General Manager (GM) of Old Baldy Club (OBC) manages all aspects of the Club including its activities and the relationships between the Club and its Board of Directors, members, guests, employees, the Saratoga community, and industry. The GM coordinates and administers the Club's policies as defined by the Board of Directors. The GM develops operating policies and procedures and directs the work of all department managers. The GM implements and monitors the budget, monitors the quality of the Club's products and services, and ensures maximum member and guest satisfaction.

This position reports directly to the Club President and Board of Directors. The GM directly supervises the Food and Beverage Director, Office Manager, Director of Maintenance, Golf Professional, Golf Course Superintendent, Streams Department Manager, and Executive Housekeeper. The GM indirectly supervises the Executive Chef, Massage Therapist, Beauticians, and all employees.

- The General Manager must be passionate about the great outdoors.
- As the "face" of the Club, the GM must be visible to the membership and guests with a hands-on approach, especially focused during the summer months when the club is in operation with breakfast, lunch, and dinner operations with high occupancy in the lodge operation.
- Candidates should have a strong background in marketing and operations of a private club with member and guest accommodations and full-service food and beverage.
- Lead and manage a culture that provides exceptional personalized member experiences while ensuring the long-term success and profitability of Old Baldy Club.
- The GM is responsible for the development, analysis, and execution of Club budgets. The GM must analyze, decipher, and disseminate financial information to the President for reporting purposes and to his or her team for effective management and delegation.
- Responsible for directing programs and merchandising pertinent to increasing quality and profits, as well as providing service levels that enhance members' and guests' experiences, promoting continued Membership growth.
- Possess an understanding and appreciation of golf and outdoor sporting activities.
- Insure that Old Baldy Club resources are fully utilized to achieve the objectives.
- Work closely with the Board of Directors to establish a credible approach to management and marketing for the property – both real and perceived.
- The General Manager must have strong leadership qualities and the ability to teach, train, motivate, direct, and control all facets of a full-service club.
- As a member of the cross-functioning team, assists in all areas and in all duties as needed to provide the best member experience.
- The General Manager must, at all times, adhere to core values of Old Baldy Club: Quality, Service, Leadership, Integrity, Expertise, Teamwork.

ESSENTIAL FUNCTIONS

LEADERSHIP

- Uphold the philosophy and values of Old Baldy Club.
- Lead and inspire all employees to work to their highest capabilities in order to achieve the highest possible standards.
- Hold team accountable for results.
- Provide leadership to position the property to achieve the mission.
- Develop and implement business plan.

MEMBER RECRUITMENT AND DEVELOPMENT

- Marketing the club/member prospect cultivation, and supporting members in the recruiting process is a key component for the new GM.
- Traveling with members and key staff in off-season as part creating brand awareness for Old Baldy Club and to assist in cultivation of member recruitment.
- Strong skills should exist in member recruitment and retainment with past successes in increasing membership numbers.
- Works with all partners in Development, Marketing and Sales to promote Old Baldy Club and all partner endeavors.

DIRECTS THE OPERATIONS OF THE CLUB

- Secures and protects the Club's assets, including facilities and equipment.
- Embrace and communicate the Old Baldy Club culture to all members, guests, and staff.
- Cooperate in the development of the strategic direction of Old Baldy Club.
- Focus on day to day operations of the business to meet budget, financial and performance goals.
- Ongoing professional and personal development as well as networking within the industry to monitor, develop, and implement best practices.
- Provide oversight for marketing and membership development as well as communication with members.
- Facilitate communication and information flow with the Club's Board of Directors and department heads.

COMMUNITY/PUBLIC RELATIONS

- Maintain good rapport with, and take a leadership role in, appropriate professional associations, educational institutions, philanthropic organizations, and community groups. Ensure that the property participates in relevant industry, trade and community events.
- Develop and maintain good business and community relationships; support and participate in those business and community activities, which will benefit the property's positioning.
- Responsible for the management of Old Baldy Club's reputation internally, externally, and in the Club industry.

QUALITY HOSPITALITY – GUEST EXPERIENCE AND GENERAL ORGANIZATION

- Implement and support programs to enhance product and service at a four/five-diamond level.
- Utilize member feedback to improve performance.
- Institute a program of regular inspections to see that standards are maintained.
- Review and identify all purchasing sources, specifications, etc., for improvement in quality, service, and/or price.
- Responsible for delivering personalized experiences based on member preferences and history.

EMPLOYEE RECRUITMENT, DEVELOPMENT AND TRAINING

- Stimulate self-development programs for all employees and provide opportunity for growth.
- Provide career and professional counseling for members of the leadership committee and all management to provide for high performance and effective interaction.
- Give overall direction to a program for training of employees by the management employee team for each of the various departments of the property.
- Assist in recruitment activities to ensure the hiring of top talent.
- Communicate clearly with all employees and keep them informed of matters, which pertain to their jobs. Hold periodic meetings with all employees.
- Maintain an atmosphere within the property that encourages an exchange of information and builds rapport between employees and management.

SAFETY AND SECURITY

- Direct program to see that safety and health requirements are met. Set up regular inspections so accident hazards and equipment hazards are eliminated and proper maintenance has been accomplished.
- Institute whatever safety measures are necessary to comply with appropriate local and national regulations.

CANDIDATE QUALIFICATIONS

- Five (5) years of progressive management experience in hospitality/club environment.
- Four-star club or equivalent hospitality experience.
- Strong decision-making skills.
- Strong team building skills
- Strong leadership experience and ability to build strong partnerships.
- Strong Food and Beverage skills and experience.
- Good organizational and follow through skills.
- Outstanding verbal and written communication skills.
- Project Management skills.
- Strong technical aptitude and expertise (Excel, Word, Power Point).
- Understanding of outdoor sporting experiences.
- Knowledge related to general wildlife management techniques.
- Ability to assist in implementing game management programs and articulate the objectives of these programs to members.
- Experience in membership recruitment with quantifiable verification of increased membership numbers.

EDUCATIONAL AND CERTIFICATION QUALIFICATIONS

- College Degree in Hospitality Management is preferred but not required
- Industry Certifications are preferred but not required

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The club, along with the typical CMAA benefits, offers an excellent bonus and benefit package.

INSTRUCTIONS ON HOW TO APPLY

Please upload your resume and cover letter (in that order) using the link below. You should have your documents fully prepared to be attached when prompted for them during the online application process.

IMPORTANT: Save your resume and letter in the following manner:

“Last Name, First Name - Resume” &

“Last Name, First Name - Cover Letter”

(These documents should be in Word or PDF format)

Note: Once you complete the application process for this search, you are not able to go back in and add additional documents.

For directions on how to upload your resume and cover letter [visit this page](#).

[Click here](#) to upload your resume and cover letter.

If you have any questions please email Holly Weiss: holly@kkandw.com

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